

## EMERGENCY TELEPHONE SERVICE COMMITTEE

### MEETING MINUTES

January 19, 2000

Meeting held at:  
Michigan State Police Training Academy  
Lansing, Michigan

MEMBERS PRESENT	REPRESENTING
Lt. Col. Stephen Madden, Chair	Department of State Police
Sheriff Richard Germond, Vice Chair	Michigan Sheriffs' Association
Mr. Don Adams	Michigan Association of Ambulance Services
Mr. John Buczek	Fraternal Order of Police
Chief William Corbett	Public Member, Senate Appointed
Tpr. David DeVries	Michigan State Police Troopers Association
Mr. Don Jensen	Michigan Association of Counties
Ms. Suzan Hensel	Association of Public Safety Communications Officials
Mr. Paul Hufnagel	Michigan Professional Firefighters Union
Lt. Jim Hull	Deputy Sheriffs' Association
Mr. John Hunt	Public Member, Governor Appointed
Mr. Nathan McClure	National Emergency Number Association
Mr. Charles Nystrom	Public Member, House Appointed
Mr. John Patrick	Department of Consumer and Industry Services
Mr. Robert Reynolds	Telecommunications Association of Michigan
Chief Fred Rogers	Michigan Association of Chiefs of Police
Ms. Christina Russell	Michigan Communications Directors Association
Mr. Robert Struck	UP Emergency Medical Service Corp.
Mr. Scott Temple	Commercial Mobile Radio Service
Chief Paul Trinka	Michigan Association of Fire Chiefs
Ms. Marilyn Moore	Michigan Public Service Commission

MEMBERS ABSENT	REPRESENTING
None	

This meeting of the Emergency Telephone Service Committee (ETSC) was convened by Lt. Colonel Madden at 10 a.m. Chief William Corbett of the Port Huron Police Department was welcomed as the newest member to the Committee. Chief Corbett serves as the public member appointed by the Senate Majority Leader.

### APPROVAL OF MINUTES

MOTION to approve the minutes of the October 22, 1999, ETSC meeting. A vote was taken and the motion carried.

### UPDATE REPORTS

#### A. REPORT OF THE CHAIR

##### Updates from October 1999 Meeting

- 9-1-1 Call Process Timing

At the October meeting, Mr. Steve Todd from Ottawa County reported that the results of the

9-1-1 Call Process Timing Report were not representative of Ottawa County. Mr. Dave Green, chair of that subcommittee, advises that the group of sites selected for testing by the

subcommittee were believed to be representative of all available designs. Mr. Green offered to discuss this issue individually with Mr. Todd.

Chief Fred Rogers expressed interest in comparing the subcommittee's testing with the current process in Niles. No written protocols exist, however, Mr. Green volunteered to discuss the process with Chief Rogers.

- ETSC Web Site

The ETSC web site is being finalized and should be operational within two weeks. Its address is [www.msp.state.mi.us/division/MI911/index.htm](http://www.msp.state.mi.us/division/MI911/index.htm).

- Letters to Legislators

As directed by the Committee, a letter of appreciation was sent to each Legislator who voted in favor of the 1999 wireless E9-1-1 legislation. A copy of the letter was provided to committee members for their information.

### **Letters to the Attorney General and Auditor General**

Lt. Colonel Madden sent letters to Attorney General Jennifer Granholm and Auditor General Thomas McTavish, requesting each assign a liaison to assist the ETSC. The Attorney General's office has agreed to assign a liaison to assist the committee; to date, no reply has been received from the Auditor General's office.

### **Annual Report to the Legislature on Wireless E9-1-1 Funds**

The first annual report to the Legislature is due April 30, 2000. Members of the Legislative Action Subcommittee will be called upon to assist in preparing this report.

### **Request Recommendations for Use of \$.03 Funds**

The Michigan State Police is required to prepare and submit to the Legislature an annual prioritized list of projects the department recommends be funded with the \$.03 wireless fees. At this time, it is estimated the amount of the fund will be between \$800,000 and \$1,000,000 per year for two years. Lt. Colonel Madden will solicit input from the Michigan Chapter of the National Emergency Number Association (NENA), the Association of Public Safety Communications Officials (APCO), and the Michigan Communications Directors Association (MCDA). Other organizations or individuals are invited to submit proposals, in writing, to Lt. Colonel Madden at 714 S. Harrison Rd., East Lansing, MI 48823, or by e-mail to [cwiekl@state.mi.us](mailto:cwiekl@state.mi.us).

### **ETSC Subcommittee Listings**

A listing of ETSC Subcommittees and their members was distributed. Individuals wishing to be added to a subcommittee are asked to contact Ms. Linda Cwiek.

### **B. MICHIGAN PUBLIC SERVICE COMMISSION (MPSC) REPORT**

Concern has been expressed that the number of CLECs (competitive local exchange carriers) is growing rapidly, particularly in metropolitan areas, and these new providers do not always notify the local PSAP (primary public safety answering point) when they begin doing business in an area. Concern has also been expressed that not all CLECs collect 9-1-1 monies as required.

Ms. Marilyn Moore advised that while CLECs are required to be licensed by MPSC, they are not required to notify MPSC when they actually begin doing business. MPSC will take action if it is notified that a CLEC is not paying 9-1-1 fees. The MPSC web site (<http://cis.state.mi.us/mpsc/comm/>) contains much useful information, including a listing of all CLECs licensed in Michigan and a listing of 9-1-1 surcharges by county. Although not currently available on the web site, the MPSC does have a record of the counties in which each CLEC is licensed to do business. Ms. Moore volunteered to have this information added to their web site.

Ms. Moore was asked if the MPSC can determine the current highest monthly charge on a single line. There is at this time a provider in Michigan who charges a monthly fee of \$89.95. Since this provider has presence in every county in Michigan, the current highest monthly charge on a single line should be based on the \$20 cap. Counties are reminded that their records must reflect how the wireline 9-1-1 fees collected are spent on 9-1-1 costs. Counties are not permitted to collect more than needed to fund 9-1-1.

### **C. RESOURCE MANAGEMENT SUBCOMMITTEE REPORT**

Tpr. David DeVries reported on this subcommittee's December 16 meeting in Lansing. The subcommittee agreed that its focus will be to develop a resource guide of "best practices" that can be used by those

looking for direction. The subcommittee will be soliciting input from around the state, contacting various centers, and requesting copies of existing policies. Lt. Colonel Madden asked the subcommittee to also look at EMS dispatching as part of its charge.

#### **D. DISPATCHER TRAINING AND CERTIFICATION SUBCOMMITTEE REPORT**

Mr. Nate McClure provided a report on the subcommittee's activities to date. The subcommittee will focus on two areas: how training funds will be distributed; and the meaning and intent of the requirement that dispatcher training classes be certified by the Michigan Commission on Law Enforcement Standards (MCOLES). MCOLES currently certifies only one course (radar training). Mr. Dale Rothenberger has been assigned to serve as the MCOLES liaison to assist the subcommittee.

Another area of focus for the group will be a more long-term review of whether there is a need for training requirements in Michigan. Eight other states currently have mandated training.

If the training fund were divided equally by the number of dispatchers currently employed in the state, there would be approximately \$200 per year per dispatcher available for training.

#### **E. DEPARTMENT OF TREASURY REPORT**

Mr. Mark Haas, director of the Department of Treasury's Office of Revenue and Tax Analysis, provided an update on steps being taken by the Department of Treasury to implement the wireless E9-1-1 legislation. An electronic funds transfer (EFT) process has been set up with the bank; revenue accounts have been set up to accept payments; a CMRS tracking system is being established; and budget appropriations are being requested for FY2000 and FY2001. The Department of Treasury will be prepared to begin accepting payments from CMRS providers by February 28, 2000. An information packet has been prepared and will be sent CMRS providers within the next week or two. The Department of Treasury will take its direction from the ETSC on when to make distribution of payments to counties and the appropriate amounts.

Information collected will appear in the state's annual financial report in aggregate form only. No individual information will be released.

A partial list of CMRS providers has been compiled, however, it is not believed to be complete. Mr. Scott Temple will be meeting with other CMRS representatives to address this issue. It was also suggested a formal letter be sent to the FCC from the ETSC, requesting a list of providers doing business in Michigan. Ms. Moore will assist in identifying the appropriate individual to direct this request to at the FCC.

Lt. Colonel Madden thanked Mr. Haas and his staff for all their work in moving this complicated process forward. Department of Treasury personnel have assumed a considerable amount of responsibility for handling the funding issues of the new legislation.

#### **F. WIRELESS IMPLEMENTATION MEETINGS**

F/Lt. Shirley Razmus of the Michigan State Police Communications Division initiated an informal committee comprised of NENA, APCO, MCDA, and CMRS representatives to begin discussing issues regarding wireless E9-1-1 implementation. This group identified the following issues which it recommends be addressed:

- Need for ETSC to form a new subcommittee to formally address implementation issues
- Need for a statewide 9-1-1 coordinator
- Need for formal request from PSAP/county to CMRS for implementation of Phase I
- Possible need for contracts between CMRS & PSAPs (MAC, MCDA, DMB, or ETSC to assume lead)
- Collection schedule; remittance forms
- ETSC oversight on how to best utilize \$.03
- Need for determination on which counties are eligible to receive funds
- Establish liaison with Attorney General's Office

GTE is working with RFB Cellular (a Cellular One provider) to implement Phase I in seven northern lower Michigan counties. Counties involved are Alpena, Alcona, Presque Isle, Montmorency, Oscoda, Otsego, and Crawford. The network and dispatch centers are 100% ready. There was no additional cost to the PSAPs as they already have the appropriate software. Cellular companies make the final turn-on, tower by tower. They will physically go out and dial 9-1-1 to verify the accuracy of the information appearing on the screen.

GTE is using the CAS (call path associated signaling) system to bring Phase I to these counties. Ameritech has chosen to use NCAS (non-call path associated signaling) statewide. Decisions regarding which technology to use will be made by the industry. Since there are often multiple providers serving one area, it is important for PSAPs to work with their providers on coordinating the appropriate technology.

#### **ACTION**

##### **ISSUE – ESTABLISHMENT OF WIRELESS IMPLEMENTATION SUBCOMMITTEE**

There are many unresolved issues that need to be addressed regarding wireless implementation. The informal committee has taken the first step to begin identifying these concerns.

MOVED, SECONDED, and carried that a permanent Wireless Implementation Subcommittee be established to help facilitate the implementation of wireless E9-1-1. Ms. Suzan Hensel will serve as the subcommittee chair. F/Lt. Shirley Razmus will serve on the subcommittee. Others interested in serving are asked to contact Ms. Hensel or Ms. Cwiek.

##### **ISSUE – CERTIFICATION OF COUNTIES**

Each county has been asked to provide a copy of their final 9-1-1 plan to the ETSC in preparation for the committee's certification of counties eligible to receive wireless funds. On November 24 the Michigan Association of Counties sent a letter to the chair of each county commission; on December 21 a follow-up letter was sent by Lt. Colonel Madden to each county that had not yet submitted a plan. As of this date, 16 counties have not responded. Mr. McClure suggested that any future correspondence sent to the counties be copied to the PSAP directors as well.

Lt. Aaron Sweeney of the Michigan State Police provided a brief update on the status of 9-1-1 in the upper peninsula. Of the 15 counties in the UP, all but three have final plans in place and those three are making progress. The possibility of receiving wireless surcharge funds has acted as a catalyst for some counties to move forward.

Many counties are in the process of updating their plans to include wireless. It was the consensus of the committee that any county that has submitted a final 9-1-1 plan approved by their county board should be certified as eligible to receive wireless funds for this first year. The ETSC will certify the county has a plan in place, not the content of the plan. Lt. Colonel Madden asked Mr. Hunt to place this issue on the agenda for the Policy Subcommittee to review and make a recommendation to the full committee at its next meeting.

It appears that Berrien County has been in existence prior to PA 32 and operates without a final 9-1-1 plan. They operate under general funds. Mr. Paul Rogers advised he has spoken with a representative from Berrien County and advised her the county would be ineligible for wireless funds if they have no plan in place. Chief Fred Rogers volunteered to follow-up on this with Berrien County as well.

##### **ISSUE – CMRS SUBCOMMITTEE APPOINTMENTS**

###### **1. Public Safety Member – to be appointed by the ETSC**

Mr. Paul Hufnagel and Chief Fred Rogers each volunteered to serve as the public safety member to the CMRS subcommittee. Mr. Hufnagel subsequently withdrew his name from consideration, as he does not believe he meets the criteria of representing a public safety agency.

MOVED, SECONDED and CARRIED that Chief Fred Rogers be appointed to serve as the public safety member to the CMRS Subcommittee.

###### **2. CMRS Member – to be appointed by ETSC Chair**

To date, only one resume has been received for the CMRS representative to the CMRS Subcommittee. Individuals interested in serving in this position are asked to contact Lt. Colonel Madden by Monday, January 31.

#### **DISCUSSION AND PUBLIC COMMENT**

With the implementation of E9-1-1 in Lake County, the entire lower peninsula of Michigan now has enhanced 9-1-1 service available.

##### **ISSUES REGARDING WIRELESS E9-1-1 IMPLEMENTATION**

###### Requests for Phase I Service

CMRS providers take the position that each PSAP must request Phase I service from their wireless providers. Since Michigan operates on a county based system, each PSAP must have county approval before requesting service. The validity of the letter written in May 1997 by the ETSC on behalf of PSAPs has been questioned because, at the time it was sent, there was no cost recovery mechanism in place and PSAPs were not able to receive the calls.

With the ever-increasing number of providers, it is difficult for PSAPs or counties to know all the providers in their area or who they should contact to request service.

#### Tracking of Cellular Calls

At the current time most wireless calls in the metropolitan Detroit area are routed to MSP Metro Dispatch. Once wireless E9-1-1 is implemented, these calls will be handled by the appropriate PSAP. To assist PSAPs in preparing for this change, it was asked if it would be possible to determine the number of calls coming from a particular area. This information should be requested from the individual wireless carriers.

#### Contracting with CMRS Providers

There is an indication that some CMRS providers may require a contract. If so, it is unclear at this point which entity has the authority and responsibility for entering into this contract. Counties and PSAPs request the service, however, the state controls the funding for CMRS reimbursements. With the large number of cellular companies, counties, and PSAPs, the negotiation of contracts could become overwhelming.

Mr. Currier, SCC Communications, advised that other states have entered into contracts at the state level. The PSAPs then sign a single-page service agreement stating they want the service in accordance with the state contract. Mr. Currier offered to gather information for the Wireless Implementation Subcommittee on how this works in other states. Lt. Colonel Madden asked that a comparison be made of legislative language as well.

#### **NEXT MEETING**

March 15, 2000, beginning at 10 a.m. in Classroom C-2 of the Michigan State Police Training Academy, 7426 North Canal Road, Lansing, Michigan.

The meeting adjourned at 12:40 p.m.

Approved:

Stephen D. Madden, Chair

Emergency Telephone Service Committee